

Arjun Gharpure



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Objective:

Salesforce Certified Developer, Platform App Builder, and Administrator with 5+ years of experience working as a developer in a corporate environment. Worked in a support and development project for 4+ years which gave valuable experience not only in customer-facing roles but also coding, scripting, and web application development as well. I am a team player with strong technical and interpersonal skills, excellent written and verbal communication, and a proactive fast learner.

Work Experience:

- **Salesforce Admin/Developer** @ iDataLytics LLC, Overland Park, KS 01/2019 – Present
 - Developed and now supporting iDataLytics flagship product Forti5, which helps clients to keep their Salesforce driven communities free of profanity, ads, or malware using API calls to a word catalogue service.
 - Developed Lightning and Visualforce pages where flagged posts can be reviewed, also added a tab where specific words can be blacklisted from the Forti5 backed communities using visualforce.
 - Developed multiple chatbots, reducing the inquiry calls volumes using Salesforce Einstein Bots. These bots help customers get information faster and help in the onboarding process. Also transfers chats to service agents via omnichannel to handle complex situations.
 - Developed predictions and next best action strategy for predicting policy renewals for an auto insurance client using Salesforce Einstein capabilities.
 - Developed dashboards and data insights in Einstein Analytics for the same insurance client for maximizing CLV.
- **Technology Support Engineer** @ University of Maryland, College Park, MD 07/2017 – 12/2018
 - Provided IT support to faculty and staff members at the Institute of Physical Science and Technology.
 - Maintained multiple servers that hosted departmental websites and provided critical services.
 - Pitched the idea of incorporating salesforce to streamline the process of onboarding students in the research program.
- **Graduate Assistant** @ University of Maryland, College Park, MD 08/2016 – 06/2017
 - Developed and maintained a Java-based web application with SQL as a backend. This application can keep track of participants for the research program for the School of Public Health, Family Science department.
 - This website was used to track contact attempts with the participants, store their data, screen them, and determine eligibility.
 - Developed a salesforce sandbox for the application which would help the project team to work more efficiently while proving much more customization options.
- **Software Support Engineer** @ Tata Consultancy Services, Thane, India 07/2014 – 05/2016
 - Independently resolved numerous maintenance requests and issues faced by the client on a live web application based on eMatrix and JAVA.
 - Implemented a login enhancement project which helped in reduced login related issues by 80%.
 - As a quality champion, handled documentation and presentation for the AS9100 audit and scored a 4/4 rating for the project.

Education:

- **Master of Engineering in** Computer Engineering
 - University of Maryland at College Park
 - Aug 2016- May 2018
 - **Bachelor of Engineering in** Electronics & Tele-communication
 - Yeshwantrao Chavan College of Engineering, India
 - Aug 2010- May 2014
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Relevant Skills:

Salesforce Admin, Salesforce Platform Developer, Salesforce App Builder, Salesforce Einstein, APEX, SQL, Salesforce API, Visualforce, Web Services, REST, SOAP, Salesforce Automation, Lightning framework, SOQL, SOSL, JavaScript, Salesforce ETL Tools, Azure Data Solutions, JAVA, C, C++, Tool Command Language.

Certification Details:

- **Salesforce Certified Platform App Builder:**
 - **Issued:** February 2020
 - **Credential ID:** 20923211
 - **Salesforce Certified Platform Developer I:**
 - **Issued:** October 2019
 - **Credential ID:** 20558254
 - **Salesforce Certified Administrator:**
 - **Issued:** September 2019
 - **Credential ID:** 20434081
 - **Microsoft Certified Azure Data Engineer Associate:**
 - **Issued:** January 2021
 - **Credential ID:** H647-1338
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Related Academic Projects:

- **Graph Algorithms**
 - Implemented an algorithm to find articulation points, bridges, and biconnected components in a graph that was based on depth-first search.
 - The run time of this algorithm is $O(V+E)$.
 - **Function in-lining and cloning**
 - Wrote two separate compiler passes using LLVM on Intermediate representation. One performs function inlining to optimize the code by saving the overhead of a function call and the other clones the function and optimizes it to save run time.
 - **Image processing**
 - Extracted and decoded a custom AR-tag made of $8*8$ grid which encoded the tag ID and orientation of the tag from the provided input video stream. Estimated homography between a template image and the AR tag from the input video so that the template image would replace the tag according to the tag orientation.
 - Detected lanes from an input video stream by thresholding, curve fitting, and extrapolating the input frame by frame. Also predicted turns by finding vanishing points of the road using the extrapolated lanes. Detected and classified traffic road signs from an input video by using HOG features.
 - **Self-Balancing Robot**
 - Single-handedly designed and constructed a self-balancing robot using Arduino UNO development board. Along with Arduino UNO, I also interfaced MMA-7455 accelerometer and L298 motor driver board as a part of a mechatronics project.
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